



## Wisconsin clinic brings Lovell FHCC care to thousands

*Kenosha Community Based Outpatient Clinic delivers patient-centered services at convenient location*



Simon Kerr, Captain James A. Lovell Federal Health Care Center biomedical engineering, enters the Kenosha Community Based Outpatient Clinic. In an average year, the clinic's staff will assist with more than 7,000 patient visits. (Photo by Jonathan Friedman)

**By Jonathan Friedman**

Lovell FHCC Public Affairs

**T**wenty miles north of the Captain James A. Lovell Federal Health Care Center's East and West Campuses, just over the Illinois-Wisconsin border, there is a group of dedicated FHCC employees bringing medical care to thousands of patients at the Kenosha Community Based Outpatient Clinic (CBOC).

"When you're this far from the primary campuses -- literally within another state -- it's great to know that we're just a few miles away from the homes of our patients," said Registered Nurse Alex Flores, Captain James A. Lovell Federal Health Care Center's Kenosha CBOC. "As the only Lovell FHCC presence in Wisconsin, we literally bring top-quality medical care closer to patients who live a distance from North Chicago, Ill. To me, that's a pretty important mission."

In an average year, the Kenosha Community Based Outpatient Clinic will have more than 7,000 patient visits. Along with a rotation of specialists, they handle this with two medical doctors, a social worker, four nurses and three administrative staff.

"No day is ever the same for us," said Lisa Pittman, Captain James A. Lovell Federal Health Care Center Kenosha CBOC senior clerk.



(From left) U.S. Marine Corps Veteran Virgil Robertson has his temperature taken by Julie Burrow, Captain James A. Lovell Federal Health Care Center Licensed Practical Nurse at the Kenosha CBOC. (Photo by Jonathan Friedman)

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## Lovell FHCC’s mission readiness tested with deployment

*Participation in Operation Continuing Promise hones medical skills, sharpens patient-centered focus*



**By Patrick L. Sullivan**  
Lovell FHCC Director

As I write these words, nearly three dozen Navy professionals from the Captain James A. Lovell Federal Health Care Center are preparing

to deploy in support of Operation Continuing Promise. Without hesitation, they are leaving their spouses, children, friends, family and coworkers to support a humanitarian mission far from home. Now, for the first time on a scale this size, we’re deploying staff members and the reality of our readiness mission is hitting home.

This team will be serving aboard one of our nation’s two hospital ships, USNS Comfort. Working alongside members from all branches of service, nongovernmental and nonprofit organizations, they will be providing medical and dental care throughout the Caribbean, Central America and portions of South America. Their unrivaled skills

will be put to great use on this noble mission.

For some staff members, this may be their first experience with the operational Navy. This could be the first time they will need to fill in for their deployed counterparts. While the process may seem new for our integrated organization, this is a routine portion of a military commitment. Without a doubt, this is our moment to shine as we test the initial words in our promise: *Readying Warriors and Caring for Heroes*.

Our readiness mission is not solely about preparing the next generation of recruits for the Navy. It’s about our Navy staff being ready at a moment’s notice to deploy anywhere in the world where their

skills are needed. Our readiness mission is one of the defining portions of our unique facility.

As our colleagues and coworkers prepare for departure, it’s vital that we maintain our patient-centered focus. This could mean assisting them with projects or filling in to ensure a smooth departure. Perhaps this is simply a handshake and thanking them for serving our country.

Remember, we’re changing the face of federal health care. Whether it’s here or thousands of miles away, we have an opportunity each day to show the world why we are the showcase standard for providing excellent care to every patient, every time.

## Lovell FHCC Sailors prepare for mission

*Five-month humanitarian deployment brings care to Caribbean, South America*

**By Jonathan Friedman**  
Lovell FHCC Public Affairs

Sailors from the Captain James A. Lovell Federal Health Care Center are preparing to depart on a humanitarian deployment in support of Operation Continuing Promise that will take them throughout the Caribbean and South America.

Led by U.S. Naval Forces Southern Command aboard USNS Comfort, the Lovell FHCC team will be part of a much larger group bringing humanitarian aid and civil-assistance. While this is the first large-scale deployment for the Lovell FHCC as an integrated facility, many of the deploying Sailors have taken part in similar missions.

“As a Fleet Marine Force

Corpsman, I was taking care of wounded Marines the last time I deployed,” said HM1 Ben Stewart, Captain James A. Lovell Federal Health Care Center Corpsman. “On this deployment, I’m going there to use those same skills in a humanitarian environment.”

Stewart, who has three children ranging in age from 8 to 13 years, noted that his wife, Lucy -- who happens to be the Lovell FHCC Ombudsman -- places the family’s activities into her husband’s Web-based calendar so he remains aware of their routine activities. He explained how imperative it is to keep updated with his family during the deployments.

“While I’m away, we use everything from Web-based video messaging, emails, letters and

phone calls to stay in touch,” said Stewart. “It’s so important to keep up with the day-to-day activities of my family while I’m away; this just makes the homecoming transition much easier.”

For others like U.S. Navy Lt. Patricia Salazar, Captain James A. Lovell Federal Health Care Center Optometrist at USS Red Rover, this five-month deployment is a completely new experience.

“I’m very excited to take part in this deployment,” said Salazar. “For me, humanitarian missions and the ability to travel the world was one of the primary reasons I joined the Navy.”

Salazar, who has been active duty in the U.S. Navy for just under a year, explained that leaving on a deployment for the duration anticipated in support of Operation Continuing Promise means reliance upon friends, family and coworkers.

“My father -- who lives in California -- was enlisted in the Navy for 25 years, so he has plenty of advice and support for me. As far as support at home, I’m relying heavily on my friends and coworkers, as we’re all pulling together to accomplish our mission.”

More information about the operation, including mission updates, can be found at <http://www.southcom.mil>.



Lovell FHCC Sailors will soon deploy in support of Operation Continuing Promise about USNS Comfort. (Courtesy photo)

### The Apollo

The Apollo is the official newsletter of the Captain James A. Lovell Federal Health Care Center. It is published monthly for staff members, Veterans, military family members and volunteers.

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# Kenosha Community Based Outpatient Clinic (cont.)

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“While we handle nearly 150 phone calls a day, most patients come in and chat with us like family members,” said Pittman. “So, like family, we take a personal concern with each patient. I think this really makes the clinic special.”

The Kenosha CBOC is one of three Captain James A. Lovell Federal Health Care Center Community Based Outpatient Clinics. The other two are located in Evanston and McHenry, Ill.

“It’s a major convenience for our Northern Illinois and Southern Wisconsin patients to have a clinic close to their homes,” said Dr. Gladys Hollant, Captain James A. Lovell Federal Health Care Center Kenosha CBOC physician. “We’re really an outreach clinic, bringing the services to the patients, instead of having them drive out of their way. It’s absolutely a patient-centered clinic.”

Along with healthcare enrollment assistance and Vet Center counseling, the clinic offers primary care, mental health, social work, laboratory and limited pharmacy services.

Although most patients have their prescriptions mailed to their home, Flores noted that the clinic was ready for those patients requiring same-day pharmacy services.

“While we don’t have a pharmacy on the premises, we have a unique agreement with two local pharmacies for those patients who need to begin their medication right away,” said Flores. “The vast majority of our patients use the convenient mail order system to get their medications sent directly to their home, but from the patient’s perspective, this is another way we put their needs first.”

The Kenosha Community Based Outpatient Clinic is open five days a week and located at 800 55th Street in downtown Kenosha, Wis. More information about the clinic can be found by calling (262) 653-9286 or by visiting <http://www.lovell.fhcc.va.gov>.



Mary Bernardy, Captain James A. Lovell Federal Health Care Center Licensed Practical Nurse at the Kenosha CBOC, removes blood serum from a specimen prior to sending it for testing. Laboratory services are one of the many conveniences offered to patients at the Community Based Outpatient Clinic in Kenosha, Wis. (Photo illustration by Jonathan Friedman)



(From left) John Decker and Lisa Pittman, Captain James A. Lovell Federal Health Care Center Administrative Clerks at the Kenosha CBOC, handle nearly 150 phone calls a day. (Photo by Jonathan Friedman)



Alex Flores, Captain James A. Lovell Federal Health Care Center Registered Nurse at the Kenosha CBOC, prepares to draw a blood specimen from U.S. Air Force Veteran Robert Leafblad. (Photo by Jonathan Friedman)



Dr. Gladys Hollant, Captain James A. Lovell Federal Health Care Center Physician at the Kenosha CBOC, examines a patient. (Photo by Jonathan Friedman)



# Staff hone patient safety skills during awareness week

*Lovell FHCC team bring unique twist and challenges to national Patient Safety Awareness Week*

**By Jonathan Friedman**  
Lovell FHCC Public Affairs

From staff challenges to a “room of safety,” the Captain James A. Lovell Federal Health Care Center polished their



Mary Haik, Captain James A. Lovell Federal Health Care Center Patient Safety Manager, prepares the simulated medication in the “room of safety” Mar. 8 as part of Patient Safety Awareness Week. (Photo by Jonathan Friedman)

patient safety skills as part of Patient Safety Awareness Week.

“Patient safety can often be taken for granted in an environment where safety is key,” said Mary Haik, Captain James A. Lovell Federal Health Care Center Patient Safety Manager. “So for Patient Safety Awareness Week, we really wanted to focus on the awareness part and give staff a hands-on experience.”

Haik explained that a “room of safety” was developed to enhance mindfulness around safety -- or, in this case, recognizing unsafe situations that could plausibly occur within any medical scenario. The room was staged with dozens of simulated unsafe practices, and staff were challenged to survey and recognize the potential issues.

“People were very serious about catching all the simulated safety hazards,” said Haik. “While bragging rights for who caught the most was certainly part of the end result, this was really about taking a step back and becoming more aware of patient safety.”

Honing patient safety awareness and ensuring it remains second nature was part of what drew HM1 Stephanie Cunado, Captain James A. Lovell Federal Health Care Center Corpsman, to the “room of safety.”

“Patient safety needs to be right the first time,” said Cunado, a Sailor with 15 years in the U.S. Navy. “When we come into a patient’s room, we need to be aware of the total surroundings.

Challenges like this room allow us to sharpen those skills.”

The national theme for the annual program is titled, “*Are You In? Commit to Safe Health Care.*” Haik explained that the overarching plan focuses on involving all participants in the healthcare process, from patients to providers. She noted that the goal is to establish clear and open communication, which emphasizes the very core of quality care.

“In the end, this week is about empowering staff and patients. It’s about strengthening the collaboration between patients, families and their healthcare providers.”



(From left) HM3 George Busto and HM2 Danielle Nelms, both Corpsmen at the Captain James A. Lovell Federal Health Care Center, examine a simulated patient in the “room of safety” Mar. 8 as part of Patient Safety Awareness Week. The Lovell FHCC event organizers took a unique stance on the national theme (“*Are You In? Commit to Safe Health Care*”) and challenged staff to find the most number of simulated safety violations in their “room of safety.” (Photo by Jonathan Friedman)

# Lovell FHCC Veterans show talent at Creative Arts Festival

*Local winning participants prepare to compete in national festival scheduled for Oct. 17 in Fayetteville, Ark.*

**By Jonathan Friedman**  
Lovell FHCC Public Affairs

More than 40 Veterans from throughout Northern Illinois and Southern Wisconsin competed recently at the Captain James A. Lovell Federal Health Care Center’s annual 2011 Creative Arts Festival.

“This year we had an extraordinary amount of talent competing -- and the competition was very tight,” said Patricia Moore, Captain James A. Lovell Federal Health Care Center Recreation Therapist. “From artistic sculptures to poets and musicians, the judges were very impressed with the caliber of creativity this year.”



U.S. Military Veteran Adrian Lewis Walker stands next to his acrylic painting titled “Wolves.” Lewis Walker took first place in the painting-by-number category at the Captain James A. Lovell Federal Health Care Center’s 2011 Creative Arts Festival Feb. 23. (Photo by Mary Waterman)

Moore noted that Veterans were competing within three divisions of creative arts that held approximately 70 different categories.

For pianist and vocalist Burnell Donovan, Wilmette, Ill., resident and U.S. Army Veteran who served in 1958, preparation for the event was a lifelong process.

“I taught myself piano and have never really had a lesson,” said Donovan. “I did quite a bit of singing in high school and have really always been a ham -- so this contest was a perfect fit for me.”

Donovan noted that he felt all Veterans should compete. “The contest is really about having fun. I mean, you’re among other friendly Veterans and we’re really getting together to support one another. I genuinely feel that any Veteran who has an interest should seriously consider competing.”

In total, 36 art pieces were displayed in a large spectrum of categories, including everything



U.S. Army Veteran and Wilmette, Ill., resident Burnell Donovan plays “What a Wonderful World” during the music division the Captain James A. Lovell Federal Health Care Center’s 2011 Creative Arts Festival Feb. 23. Donovan placed in three categories during the competition. (Photo by Mary Waterman)

from oil paintings to wood sculptures. In some cases, Veterans took the first place prize in several categories.

Moore noted that first-place winners are now entered for a chance to compete in the national Creative Arts Festival in Fayetteville, Ark., Oct. 17. More information about the national competition can be found at [www.creativeartsfestival.va.gov](http://www.creativeartsfestival.va.gov).